

## Position Information

Position Title	Administrative/Technical Assistant
Position Type	25 – 35 hours depending on additional responsibilities
Salary Range	\$14-16 hour
Reports To	Executive Director
Our Mission	The mission of Christian Neighbors is to provide local families in need with Food, Emergency Financial Assistance and skill building Education to create self-sufficiency.

## Position Summary Information

**Basic Function** Manage all office processes with responsibilities in gift processing and acknowledgement, donor and client database management (**in depth understanding of Access preferred and Gift Works or similar donor database**), donor relations and stewardship, special events, assist in the planning and execution of annual fund appeals, special events, maintain company website using WordPress , internal website using Windows Small Business Application , newsletters, administer electronic communications, and various reports. Provide support to executive director and various boards and teams. Work comfortably in Microsoft Office applications.

**Duties and Responsibilities** ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Manage Donor Database including preparation and distribution of acknowledgments for gifts received, process gifts, enter deposits in Gift Works and transfer into QuickBooks, manage and produce reports from Gift Works as requested.
- Serve as the knowledge expert of database management, data clean-up and importing, as well as system maintenance and process improvement.
- Maintain the statistical collection, evaluation and record keeping for fund development efforts. Collect and analyze giving data, noting trends in the support departmental goals and objectives.
- Assist in the coordination of Board meetings including the collection and distribution of board materials, room arrangements, etc.
- Assist in the planning and implementation of annual appeal letter. Creation of target list from donor database, assisting director with creation of letter, merging list with letter, organize letters for team signatures, managing compilation and mailing of letters with help from volunteers.
- Manage and development of tracking system for annual dinner auction using Microsoft Access. Offer technical skills as needed to team members. Attend event to handle processing of attendee's receipts from Microsoft Access.
- Maintain client database in Microsoft Access providing reports as needed. Provide technical support of system to staff and director as needed.
- Manage the design, proofing and selection of communications and marketing pieces, while working closely with the Executive Director.
- Organize and manage grant materials as directed.
- Manage the design, proofing and selection of communications and marketing pieces, while working closely with the Executive Director.
- Answering incoming telephone calls and takes messages or to direct calls appropriately

**Qualifications** Education and Experience

Preferred Bachelor's degree and 3 years experience in the nonprofit field..

Key Success Factors

- Superior Interpersonal and customer services skills.
- Excellent written and verbal communication skills.
- Maintain a professional demeanor while working with a high volume of contacts and a diverse range of constituents, including donors, board members, business and community leaders, and clients that are served.
- Ability to multi-task, problem-solve and pay attention to detail when faced with constant interruptions and changing deadlines.
- Critical thinking and analytical skills.
- Ability to maintain strict confidentiality and discretion in your interactions with others.
- Strong organizational skills and attention to detail.
- Database and records management.
- Comfort and flexibility with technology.
- Work well under pressure with multiple deadlines and regular interruptions.
- Maintain calendars and schedule appointments.
- Accurately take meeting minutes when needed.
- Work as an effective team member in an open office setting.

Send resume with cover letter to:

CHRISTIAN NEIGHBORS  
PO BOX 53  
PLAINWELL MI 49080

Follow up to begin after August 20